

Benefits Booklet

for

People Enrolled in Medicaid

Public Mental Health System

May 1, 2004

Dear Medicaid Member and Family,

This benefits notice is being provided to you as an informational booklet and resource guide. It is updated annually. As a recipient, this means only that if you are eligible for the services described and in no way indicates that any other services or benefits you might be receiving have or will change.

Since you or a member of your family is enrolled in Medicaid, you or that family member might be eligible for mental health services. Seeking mental health care can sometimes be a difficult and confusing thing to do. This benefits booklet will help answer questions you might have about the Medicaid Mental Health program in Washington State. Use the Table of Contents below to search for valuable information in this handbook, including:

- How to access services - including what to do in an emergency;
- What benefits are available under the Medicaid Mental Health Program;
- Assistance that is available to help you understand your benefits, the Medicaid Mental Health Program and information about mental health issues;
- What your rights are and how to file a complaint; and
- How you and your family members can be involved in helping us provide better services.

If you or a member of your family needs mental health services, this handbook will help you decide which services will best meet your needs.

Mental Health Division - Office of Consumer Affairs

It's important to us that consumers and family members receive quality mental health services and that you are satisfied with these services. We have a special office whose staff can answer your questions and help you get the services you need.

To contact the Mental Health Division's Office of Consumer Affairs,
call **1-800-446-0259**.



Washington State
Department of Social
& Health Services

DSHS 22-661 (5/04)

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Definitions

Community Mental Health Agency (CMHA)

A licensed facility providing mental health services. In this booklet, community mental health agencies will be called agencies.

Emergent Care

Service provided for a person that, if not provided, would likely result in the need for crisis intervention or for hospital evaluation due to concerns of potential danger to self, others, or grave disability.

Enrollee

An individual who is a Medicaid recipient who has been enrolled in a mental health prepaid inpatient health plan.

Medical Necessity or Medically Necessary

A requested service which is reasonably calculated to prevent, diagnose, correct, cure, alleviate or prevent the worsening of conditions in the recipient that endanger life, or cause suffering or pain, or result in illness or infirmity, or threaten to cause or aggravate a handicap, or cause or physical deformity or malfunction, and there is no other equally effective, more conservative or substantially less costly course of treatment available or suitable for the person requesting service. Course of treatment may include mere observation or, where appropriate, no treatment at all.

Additionally, the individual must be determined to have a mental illness covered by Washington State for public mental health services. The individual's impairment(s) and corresponding need(s) must be the result of a mental illness. The intervention is deemed to be reasonably necessary to improve, stabilize or prevent deterioration of functioning resulting from the presence of a mental illness. The individual is expected to benefit from the intervention. Any other formal or informal system or support can not address the individual's unmet need.

Mental Health Care Provider (MHCP)

The individual with primary responsibility for implementing an individualized plan for mental health rehabilitation services.

Mental Health Division (MHD)

The Division within the state Department of Social and Health Services (DSHS) with responsibility for public mental health services.

Mental Health Professional

An individual who meets the standards defined in Washington State law. The standards are based on how much education the person has and how much experience the person has in mental health. Most mental health professionals have a Master's Degree and at least two years experience in mental health. There are some exceptions which are defined in the law. Psychiatrists, psychologists, psychiatric nurses and social workers are all mental health professionals.

Ombuds Service

A person who can help you when you need to file a grievance or fair hearing.

Outpatient Service

Mental health services provided in the community.

Regional Support Network (RSN)

County or group of counties responsible for local public mental health services.

Urgent Care

To be provided to persons approaching a mental health crisis. If services are not received within 24 hours of the request, the person's situation is likely to deteriorate to the point that emergent care is necessary.

Introduction and Overview

This is a booklet about mental health services available to people who receive Medicaid.

In this booklet you will find:

- an explanation of what public mental health services are available;
- how those services are provided;
- where to get services;
- your rights as a person who receives those services
- how to protect your rights.

You will also find information about mental health services available in your service area. Service areas where mental health services are coordinated are known as Regional Support Networks (RSNs).

You will learn about:

- areas served by each RSN;
- how to contact the RSNs or their authorized providers;
- how to access crisis services; and
- the languages in which services are available.

Who Is Eligible For Public Mental Health Services?

Medicaid recipients are automatically enrolled in a local mental health managed care plan which is called the Regional Support Network (RSN). RSNs coordinate mental health services offered within their service area through contracts with community mental health agencies.

People who receive Medicaid coupons are eligible for medically necessary mental health services at no cost. Any person needing mental health crisis services is eligible to receive them. If you think that you may need mental health services, you can call or drop by one of the authorized agencies located in the RSN where you live to schedule an appointment to learn what you may need. A list of agencies begins on page 6. All services must be authorized by the RSN in your area. This process will happen between your agency and RSN.

What Services Are Available?

Hospital and outpatient mental health services are available to you and your family if they are needed. Services include:

- Crisis services;
- Group therapy; and
- Individual therapy;
- Medication evaluation, prescription and management.

You may also receive employment support services, case management and other services through your RSN. For more detailed information, please call the RSN for your community listed on the following pages or call the Mental Health Division (MHD) at 1-888-713-6010.

Interpreter services are available upon request. Most written materials are translated into languages other than English based upon the service area population.

Some community mental health agencies have staffs who speak other languages besides English. There is more information on the page listing your RSN. If you or someone you know wants services in another language, your RSN must provide language assistance at no cost to you. Assistance can be provided orally and in writing.

If you need mental health services, an individual service plan will be developed with you. Your plan will consider your age and your culture. You may receive one or more of the services listed above. The plan will be fit to you, according to your strengths and needs. Your mental health care provider will decide with you which services you will be provided and for how long.

Your mental health care provider may also ask permission to work with people who provide you other services such as housing, healthcare, and employment.

Other Medicaid benefits may be available to you. Here are some reference numbers:

Physical Health:	Contact information on back of your card
Substance Abuse:	1-877-301-4557
Aging and Disabilities Services:	1-800-422-3263 or http://www.aasa.dshs.wa.gov
Transportation Broker:	1-800-562-3022/911 for crisis

Accessing Public Mental Health Services

Who Provides Services?

The Washington State public mental health system has fourteen (14) Regional Support Networks (RSNs). They are made up of one or more counties that serve your county and community. Locate your RSN by your county listed below.

County - Regional Support Network	County - Regional Support Network
Adams - North Central WA RSN	Lewis - Timberlands
Asotin - Greater Columbia Behavioral Health	Lincoln - Northeastern WA
Benton - Greater Columbia Behavioral Health	Mason - Thurston-Mason
Chelan - Chelan-Douglas	Okanogan - North Central WA
Clallam - Peninsula	Pacific - Timberlands
Clark - Clark County	Pend Oreille - Northeastern WA
Columbia - Greater Columbia Behavioral Health	Pierce - Pierce County
Cowlitz - Southwest	San Juan - North Sound
Douglas - Chelan-Douglas	Skagit - North Sound
Ferry - Northeastern WA	Skamania - Greater Columbia Behavioral Health
Franklin - Greater Columbia Behavioral Health	Snohomish - North Sound
Garfield - Greater Columbia Behavioral Health	Spokane - Spokane County
Grant - North Central WA	Stevens - Northeastern WA
Grays Harbor - Grays Harbor	Thurston - Thurston-Mason
Island - North Sound	Wahkiakum - Timberlands
Jefferson - Peninsula	Walla Walla - Greater Columbia Behavioral Health
King - King County	Whatcom - North Sound
Kitsap - Peninsula	Whitman - Greater Columbia Behavioral Health
Kittitas - Greater Columbia Behavioral Health	Yakima - Greater Columbia Behavioral Health
Klickita - Greater Columbia Behavioral Health	

Each RSN contracts with licensed agencies to provide mental health services. A list of RSNs begins on page 7. The list shows the counties served by each RSN. It also shows the agencies that contract with the RSN to provide services. This booklet tells you how to contact those agencies if you need services.

You may only go to these authorized agencies for covered services. You may be responsible for costs if you receive mental health services through other providers.

What Choices Do I Have?

You may choose a mental health care provider at the agency from which you receive services. If you don't choose a mental health care provider, one will be assigned. You have the right to change mental health care providers during the first 30 days. You can also ask for a change once a year for any reason. If you think you have a good reason, you can ask for more changes. The change may or may not be granted.

What If I Need Crisis Services?

If there is a life-threatening emergency, please dial 911. If you have a mental health crisis you can call your RSN's crisis line. All RSNs respond to crises 24 hours every day. You can find your RSN's crisis line on the RSN list in this booklet starting on page 7.

How Can I Get Outpatient Services?

If you think you need services, call the toll-free or local telephone numbers. Those are listed with other RSN information, starting on page 7. Public mental health services are designed to keep you well in your own community. All efforts will be made to keep you from needing hospital care.

What If I Needed To Be In The Hospital For My Mental Illness?

Psychiatric hospital services are available to Medicaid enrollees. These services are at no cost, but must be approved in advance. If you think you need to be hospitalized, contact your mental health care provider. Your provider will help you with hospital services if they are necessary.

What If I Get A Bill?

If you received services from an agency that is not listed in this booklet, you may be responsible for costs. If your coupon was not active, you may have to pay. If you had a coupon and receive a bill for an agency's services in error, contact the agency billing office. If you need further help, contact your RSN.

Your Rights

As A Person Receiving Public Mental Health Services, What Are My Rights?

YOU CAN EXERCISE THE FOLLOWING RIGHTS:

- To be treated with respect and dignity
- To have your privacy protected
- To help develop a plan of care and services that meet your needs
- To participate in decisions regarding your mental health care
- To receive services in a barrier-free location (accessible)
- To request information about names, location, phones, and languages for local agencies
- The right to receive the amount and duration of services you need
- To request information about the structure and operation of the RSN
- The right to services within 2 hours for emergent care and 24 hours for urgent care
- To be free from use of seclusion or restraints
- To receive age and culturally appropriate services
- To be provided a certified interpreter and translated material at no cost to you
- To understand available treatment options and alternatives
- To refuse any proposed treatment
- To receive care that does not discriminate against you (e.g. age, race, type of illness)
- To be free of any sexual exploitation or harassment
- To receive an explanation of all medications prescribed and possible side effects
- To make an advance directive, which states your choices and preferences for mental health care
- To receive quality services that are medically necessary
- To have a second opinion from a mental health professional
- To file a grievance with your agency or RSN
- To file a PIHP appeal based on a PIHP written Notice of Action
- To choose a mental health care provider or choose one for your child who is under thirteen years of age
- To change mental health care providers during the first 30 days, and sometimes more often
- To file a request for an administrative (fair) hearing,
- To request and receive copy of your medical records and ask for changes
- Be free from retaliation



You may want to ask your mental health care provider for more information about your rights. Your rights will be provided to you in writing when you request services. An independent Ombuds may be available in your RSN to help you if you have complaints. When you receive mental health care in a hospital, you have additional rights.

You have the right to request policies and procedures of the RSN and CMHAs as they pertain to your rights.

What Is A Mental Health Advance Directive?

A mental health advance directive is a written document that describes what you want to happen if you become so incapacitated by mental illness that your judgment is impaired and/or you are unable to communicate effectively. It can inform others about what treatment you want or don't want, and it can identify a person to whom you have given the authority to make decisions on your behalf.

How Do I Complete A Mental Health Advance Directive?

A model "fill-in-the-blanks" form was included in the state law and it is probably the best and easiest way to create a mental health advance directive. These forms can be found on the Mental Health Division web site: <http://www1.dshs.wa.gov/mentalhealth>. Your mental health provider may also have copies of the form.

Does My Provider Have To Follow What I Say?

The law requires mental health providers to respect your mental health advance directive, but they are not required to follow it in all cases. If instructions or preferences in your mental health advance directive are against hospital policy or are unavailable, or would violate state or federal law or immediately endanger you or others, providers are not obligated to comply with those provisions. Also, if you are involuntarily hospitalized under the Involuntary Treatment Act, or are incarcerated in jail, your mental health advance directive may not be fully honored.

Member Satisfaction

Once a year, the Mental Health Division does a survey to see what you or your child feel about the services you received. Questions are about access, quality and appropriateness. Your participation is voluntary, however, we strongly believe that your voice is the best way to improve the system. Therefore, we hope that if you are contacted, you will take the time to respond.

What Can I Do If I Am Unhappy Or Unsatisfied With My Services?

There are two types of formal complaints and an informal complaint that you may make. The formal types include: 1) a grievance, which is a formal complaint about dissatisfaction with services from the Community Mental Health Agency (CMHA) or a Prepaid Inpatient Health Plan (PIHP), also known as a Regional Support Network (RSN). See below for a description of the grievance process; and 2) an appeal, which is a formal complaint about an action. An action is a denial, suspension, reduction, or termination of certain services. See below for a description of the appeal process. See below for the description of an informal complaint.

What Is A Complaint?

A complaint is an informal way the state allows you to express your dissatisfaction with either a Community Mental Health Agency (CMHA) or a Prepaid Inpatient Health Plan (PIHP), also known as a Regional Support Network (RSN). It's a good idea to try to resolve your complaint with the person directly involved or ask the Ombuds to assist you, before you try other things. Explain your concern. Let the person know what would work better for you. Be clear about what your complaint is. Also, be clear about what an acceptable solution will be. Try to find some ways to reach agreement that will satisfy both you and the other person.

What Does An Ombuds Do?

Ombuds receive complaints and help enrollees resolve them. Each PIHP has an Ombuds Service that can assist you with the complaint and grievance process. See listing of Ombuds Service phone numbers listed for each PIHP in this booklet. If you are receiving services, your CMHA can also provide you with the number.

What Is A Grievance?

Grievance means an expression of dissatisfaction about any matter other than an action, as "action" is defined in this section. The term is also used to refer to the overall system that includes grievances and appeals handled at the PIHP level and access to the State fair hearing process. Here are the steps in the grievance process:

1. To start a grievance, contact the Community Mental Health Agency where you receive services or the PIHP in which you reside. See the end of this booklet for a list of PIHPs and CMHAs.
2. You may request assistance with your grievance from your PIHP's Ombuds service. See the end of this document for the telephone number for the Ombuds service in your PIHP. Interpreter and TTY/TTD services are available to help you, if needed. You may also receive help from other individuals of your choice.
3. You may start a grievance with a phone call or a letter. If you choose to start with a phone call, you must also send a letter within 7 days. Please include in your letter your name, how to best contact you, the nature of your grievance, and what you are requesting as a resolution for your grievance.
4. When your CMHA or PIHP receives your grievance, you will get a letter or phone call within one working day telling you that it has been received.

5. Your grievance will first be considered by people at your CMHA who have not been previously involved with the issue of concern in your grievance. If your grievance is about treatment issues, these people will also be mental health professionals.
6. While your grievance is under consideration, you may request to continue your services. However, in some circumstances if your grievance is not resolved in your favor, you may be asked to pay for these services.
7. Your CMHA will make a decision about your grievance within 30 calendar days from the day you started your grievance.
8. You will receive a written statement of your agency's decision.
9. If you are unhappy with this decision, you may ask for additional consideration of your grievance from the PIHP but you must do so within 5 calendar days from your receipt of your agency's decision.
10. Your PIHP will make a decision about your grievance within 60 calendar days from the day you started your grievance, if you started with your agency or within 30 days if you started with your PIHP. You may request an additional 14 calendar days if you believe it is in your best interest to request this extension. Or, in some instances, the PIHP may request up to 14 additional days to make its decision if there is a need for additional information and the delay is in your best interest.
11. You will receive a written statement of your PIHP's decision.
12. If you are unhappy with this decision, under certain circumstances you may ask for additional consideration of your formal grievance from the state Mental Health Division but you must do so within 5 calendar days. To contact the state Mental Health Division, call 1-888-713-6010. The whole grievance procedure should not exceed 90 days from the time you started your grievance at the CMHA.
13. After your grievance is resolved, your CMHA, your PIHP, and the MHD must keep any records about your grievance separate from your treatment records in a confidential file. Also, your PIHP will follow-up with you to be sure that no one has treated you badly because you filed a grievance.

What Is An Action?

An action is a denial, suspension, reduction, or termination of your services as defined below:

Denial: The decision by a PIHP not to authorize covered Medicaid mental health services that meet the Mental Health Division Access to Care Standards or the Medical Assistance Administration memorandum #01-03 MAA, Psychiatric Hospitalization. The decision by a PIHP not to authorize covered Medicaid mental health services due to lack of medical necessity. The decision by a Community Mental Health Agency not to provide a covered service is not a denial and can not be appealed. However, an enrollee who objects to a CMHA deciding not to provide a covered service may request a grievance or second opinion.

Suspension: The decision by a PIHP to temporarily stop an enrollee's previously authorized covered Medicaid mental health services. The decision by a CMHA to temporarily stop a covered service is not a suspension.

Reduction: The decision by a PIHP to decrease an enrollee's previously authorized covered Medicaid mental health services. The decision by a CMHA to decrease a covered service is not a reduction.

Termination: The decision by a PIHP to stop an enrollee's previously authorized covered Medicaid mental health services. The decision by a CMHA to stop a covered service is not a termination.

If one of the above events occurs, you will get a written Notice of Action. You may file an appeal whenever you get a Notice of Action.

What Is An Appeal?

An appeal is a formal complaint to a PIHP about an action. Here are the steps in the appeal process:

1. To start an appeal, contact the PIHP that sent you the Notice of Action you wish to appeal. You must start the appeal within 10 days if your appeal is about previously authorized services and you wish them to continue. Otherwise, you must start the appeal within 20 days of receiving the Notice of Action.
2. You may request assistance with your appeal from your PIHP's Ombuds service. See the last section of this booklet for the telephone number of the Ombuds service in your PIHP. Interpreter and TTY/TTD services are available to help you, if needed. You may also receive help from your community mental health agency or anyone else you choose.

3. You may start an appeal with a phone call or a letter. Please include your name, how we can best contact you, the reason for your appeal, and any evidence you wish to submit.
4. You may request a fast appeal if you or your mental health care provider believes that a longer time for resolution would jeopardize your ability to maintain or regain maximum functioning. If your request for a fast appeal is granted, your PIHP will make a decision about your appeal within 3 working days. If the PIHP takes additional time without your request, you will be notified of the reason for the delay. If your request for a fast appeal is not granted, your PIHP will promptly notify you that your appeal will be decided within the usual 45-day timeframe.
5. When your PIHP receives your appeal, you will get a letter or phone call acknowledging its receipt within one working day. If you choose, your PIHP will allow you 72 hours to informally discuss your appeal with the PIHP before you decide to continue the appeal process.
6. During the appeal process, you and anyone helping you can look at your treatment and other records to help you prepare your appeal.
7. Your appeal will be considered by persons who have not been previously involved with your Action and who have the proper training.
8. While your appeal is under consideration, you may request to continue your services, if:
 - Your appeal is filed timely;
 - Your appeal involves the reduction, suspension or termination of previously authorized Medicaid mental health services;
 - Your covered Medicaid mental health services were ordered by the CMHA;
 - The current period covered by the authorization has not expired; and
 - You have requested a continuation of services.

If the decision is not your favor, you may be asked to pay for the services you received during the appeal.

9. Unless you request a fast appeal, your PIHP will make a decision about your appeal within 45 days from the day you started your appeal. In some instances, additional time may be taken if you request it or if it is in your best interest. If the PIHP takes additional time without your request, you will be notified of the reason for the delay.
10. You will receive a written statement of your PIHP's decision.
11. After your appeal is resolved, the PIHP and CMHA must keep any records about your appeal separate from your treatment records in a confidential file.

What Is An Administrative Or Fair Hearing?

If you are unhappy with the decision regarding your PIHP appeal, you may ask for additional consideration of your appeal from the state Office of Administrative Hearings. An administrative hearing, also known as a fair hearing, is a complaint to the State Office of Administrative Hearings (OAH). The OAH is an independent part of state government. They are not part of the Department of Social and Health Services (DSHS), the Mental Health Division (MHD) or any PIHP. The OAH decision about your appeal must be carried out by the MHD, the PIHP, and your CMHA. You may have an Ombuds represent or assist you with the hearing at no cost. A lawyer or anybody you choose at your own expense may also represent you. You must ask for an administrative hearing within certain time limits. You should consult the Ombuds or somebody who knows about the time limits.

Note: In some situations, an enrollee may request a state fair hearing before filing an appeal with a PIHP. This is allowed when there has been a violation of state rules. Examples are the failure of a PIHP to authorize services in a timely manner or to process an appeal according to the required timelines. You may call the OAH or your Ombuds if you feel your complaint may qualify for a state fair hearing prior to your PIHP reviewing it.

If you want to ask the Office of Administrative Hearings to review your complaint, you can send a request to:

Office of Administrative Hearings
 P.O. Box 42489
 Olympia, WA 98504
 The toll-free telephone number is: 1-800-583-8271.

There are several local offices of OAH. Your case will be assigned to one near your home. If an in-person hearing is needed, it will be held in a location close to you.

Service Providers by Region

Chelan-Douglas Regional Support Network

Serving Chelan and Douglas Counties
636 North Valley Mall Parkway, Suite 200
East Wenatchee, WA 98802-4875
Web: <http://www.cdrsn.org>

Toll Free: 1-877-563-3678
Public Phone: 509-886-6318
Ombuds Services: 1-800-495-5178
24-Hour Crisis Line: 1-800-852-2923

Authorized Community Mental Health Agencies

	Phone
Catholic Family & Child Services 23 S. Wenatchee Avenue, Suite #320, Wenatchee, WA 98801-2263 <i>Alternative languages available: Spanish</i>	509-662-6761
Chelan-Douglas Behavioral Health Clinic 701 N. Miller Street, Wenatchee, WA 98801-2086 <i>Alternative languages available: Spanish</i>	509-662-7195
Children's Home Society 1014 Walla Walla Avenue, Wenatchee, WA 98801-1523 <i>Alternative languages available: Spanish</i>	509-663-0034

Clark County Regional Support Network

Serving Clark County
PO Box 5000
Vancouver, WA 98666-5000
Web: <http://www.co.clark.wa.us/commserv/mental>

Toll Free: 1-800-410-1910
Public Phone: 360-397-2130
Ombuds Services: (360) 694-6577x2233
24-Hour Crisis Line: 1-800-626-8137

Authorized Community Mental Health Agencies

	Phone
Catholic Community Services 603 SE 116th Avenue, Vancouver, WA 98683-5257 <i>Alternative languages available: French, Russian and Spanish</i>	360-260-6373
Children's Center 415 W. 11th Street, Vancouver, WA 98666-0484 <i>Alternative languages available: Russian and Spanish</i>	360-699-2244
Children's Home Society 309 W. 12th Street, Vancouver, WA 98666-0605	360-695-1325
Columbia River Mental Health Services 6926 E. Fourth Plain Boulevard, Vancouver, WA 98661-7254 <i>Alternative languages available: American Sign Language, Cambodian, Chinese, French, German, Korean, Laotian, Russian, Spanish, Tagalog, Taiwanese, Thai and Vietnamese</i>	360-993-3000
Family Solutions 1104 Main Street, Suite 500, Vancouver, WA 98660-2972 <i>Alternative languages available: Spanish</i>	360-695-0115
Mental Health Northwest 1601 E 4th Plain Blvd, Bldg. A-8, Vancouver, WA 98668-1845	360-906-8336
Southwest Washington Medical Center 3400 Main Street, Vancouver, WA 98668-1600	360-696-5300

Grays Harbor County Regional Support Network

Serving Grays Harbor County
2109 Sumner Avenue, Suite 203
Aberdeen, WA 98520-3699
Web: <http://users.techline.com/ombuds/rsn.htm>

Toll Free: 1-800-464-7277
Public Phone: 360-532-8665
Ombuds Services: 1-877-788-1782
24-Hour Crisis Line: 1-800-685-6556

Authorized Community Mental Health Agencies

	Phone
Behavioral Health Resources 575 E. Main Street, Suite C, Elma, WA 98541-9551 <i>Alternative languages available: Spanish</i>	360-482-5358
Crisis Clinic 615 8th Street, Hoquiam, WA 98550	360-532-4357
Evergreen Counseling Center 205 8th Street, Hoquiam, WA 98550-2507 <i>Alternative languages available: Spanish</i>	360-532-8629

Greater Columbia Behavioral Health Regional Support Network

Serving Asotin, Benton, Columbia, Franklin, Garfield, Kittitas,
Klickitat, Skamania, Walla Walla, Whitman and Yakima Counties.
101 N. Edison Street, Kennewick, WA 99336-1958
Web: <http://www.gcbh.org>

Asotin: 888-475-5665

Benton-Franklin: 800-548-8761

Columbia: 800-734-9927

Garfield: 888-475-5665

Kittitas: 509-925-9861

Klickitat: 509-733-5801/800-572-8122

Skamania: 509-427-9488

Walla Walla: 509-522-4278

Toll Free: 1-800-795-9296

Public Phone: 509-735-8681

Ombuds Services: 1-800-257-0660

24-Hour Crisis Lines:

Whitman: 866-871-6385

Yakima: 509-575-4200/800-572-8122

Yakima Children: 509-576-0934

or 800-671-5437

Authorized Community Mental Health Agencies

	Phone
Benton/Franklin Counties Crisis Response Unit 2635 W. Deschutes Avenue, Kennewick, WA 99336-3004 <i>Alternative languages available: Spanish</i>	509-783-0500
Catholic Family and Child Services 5301 Tieton Drive, Suite "C", Yakima, WA 98908-3478 <i>Alternative languages available: Spanish</i>	509-965-7100
Central WA Comprehensive Mental Health (Yakima) 402 S. Fourth Avenue, Yakima, WA 98907-0959 <i>Alternative languages available: Spanish</i>	509-575-4084
Central WA Comprehensive Mental Health - Ellensburg 220 W. 4 th Avenue, Ellensburg, WA 98926	509-925-9861
Central WA Comprehensive Mental Health - Sunnyside 1319 Saul Road S., Sunnyside, WA 98944	509-837-2089
Central WA Comprehensive Mental Health - Goldendale 112 W. Main Street, Goldendale, WA 98620	509-773-5801
Central WA Comprehensive Mental Health - White Salmon 251 Rhine Village Drive, White Salmon, WA 98672	509-493-3400
Garfield County Human Services 856 W. Main Street, Pomeroy, WA 99347	509-843-3791
Inland Counseling Network (Walla Walla) 225 Woodland Ave, Walla Walla, WA 99362-3002	509-525-0241
Inland Counseling Network - Dayton 221 E. Washington Avenue, Dayton, WA 99328	509-382-2527
Inland Counseling Network - Dayton 213 W. Clay Street, Dayton, WA 99328	509-382-2525
Lourdes Counseling Center 1175 Carondelet Drive, Richland, WA 99352-3396 <i>Alternative languages available: Fijian, Hindi, Meman, Punjabi, Spanish and Urdu</i>	509-943-9104
Lutheran Community Services Northwest 3321 W. Kennewick Avenue, Suite 150, Kennewick, WA 99336-2959	509-735-6446
Nueva Esperanza Community Counseling Center - La Clinica 720 W. Court Street, Suite 8, Pasco, WA 99301-4178 <i>Alternative languages available: Spanish and Toisan</i>	509-545-6506
Palouse River Counseling Center 340 NE. Maple, Pullman, WA 99163	509-334-1133
Rogers Counseling Center 900 7th Street, Clarkston, WA 99403-2058	509-758-3341
Senior Solutions 5 W. Alder, Suite#328, Walla Walla, WA 99362	509-527-0566
Skamania County Counseling Center Skamania County Health Services Center 683 SW Roack Creek Drive, Stevenson, WA 98648	509-427-9488
Sunderland Family Treatment Services 8514 W. Gage Boulevard, Suite#301, Kennewick, WA 99336-8120	509-736-0704
Walla Walla County Crisis Response Unit 310 W. Poplar, Walla Walla, WA 99362 <i>Alternative languages available: Spanish</i>	509-522-4278
Yakima Valley Farmworkers Clinic Behavioral Health Services 918 E. Mead Avenue, Yakima, WA 98903-3720 <i>Alternative languages available: Spanish</i>	509-453-1344
Yakima Valley Farm Workers Clinic Behavioral Health Services - Toppenish 221 E. Washington Avenue, Dayton, WA 99328	800-500-0934

King County Regional Support Network

Serving King County

821 2nd Avenue, Suite 610

Seattle, WA 98104-1598

Web: <http://www.metrokc.gov/dchs/mhd/mhp/guide.htm>

Toll Free: 1-800-790-8049

Public Phone: 206-296-5213

Ombuds Services: 1-800-790-8049

24-Hour Crisis Line: 1-866-427-4747

Authorized Community Mental Health Agencies

	Phone
Asian Counseling & Referral Services	206-695-7600
720 8th Avenue S. Suite 200, Seattle, WA 98104-3034	
<i>Alternative languages available: Cambodian, Cantonese, French, H'mong, Ilocano, Japanese, Korean, Lao, Mandarin, Mien, Samoan, Tagalog, Thai, Taiwanese, Vietnamese and Visayan</i>	
Children's Hospital & Regional Medical Center	Front Desk: 206-987-2164
4800 Sand Point Way NE, Seattle, WA 98105-0371	Intake (New Patients Only): 206-987-2760
<i>Alternative languages available: ASL</i>	
Community House Mental Health	206-322-2387
431 Boylston Avenue E., Seattle, WA 98102-4903	
<i>Alternative languages available: Spanish</i>	
Community Psychiatric Clinic	206-461-3614
4319 Stone Way N., Seattle, WA 98103-7490	
<i>Alternative languages available: Chinese, French, German, Japanese, Spanish and Tagalog</i>	
Consejo Counseling & Referral Services	206-461-4880
3808 S. Angeline Street, Seattle, WA 98118-1712	
<i>Alternative languages available: Spanish</i>	
Downtown Emergency Service Center	206-464-1570
507 - 3 rd Avenue, Seattle, WA 98104-	
<i>Alternative languages available: Spanish</i>	
Evergreen Healthcare	206-923-6300/1-800-548-0558
2414 SW Andover Street D-120, Seattle, WA 98106	
Harborview Mental Health Services	206-731-3411
325 9th Avenue, Seattle, WA 98104-2499	
<i>Alternative languages available: French, Ilocano, Spanish and Tagalog</i>	
Highline/West Seattle Mental Health Center	206-248-8226
2600 SW Holden Street, Seattle, WA 98126-3505	
<i>Alternative languages available: Interpreters for any language available o request</i>	
Sea-Mar Community Health Center	206-762-3730
8720 14th Avenue S., Seattle, WA 98108-4896	
<i>Alternative languages available: Spanish</i>	
Seattle Children's Home	206-283-3300
2142 10th Avenue W., Seattle, WA 98119-2899	
<i>Alternative languages available: ASL, Greek, Spanish and Vietnamese</i>	
Seattle Counseling Service for Sexual Minorities	206-323-1768
112 Broadway Avenue E, Seattle, WA 98102	
Seattle Mental Health	206-324-0206
1600 E. Olive St., Seattle, WA 98122-2799	
Branches also available in North Seattle, Bellevue, Redmond, Renton, Kent, Auburn and Snoqualmie	
<i>Alternative languages available: ASL, French, Gaelic, German, Hebrew, Hindi, Japanese, Mandarin, Russian, Spanish, Tagalog and Taiwanese</i>	
Therapeutic Health Service, Rainier Beach	206-723-1980
5802 Rainier Avenue S., Seattle, WA 98118-2706	
<i>Alternative languages available: Amharic, Cambodian, French, Japanese, Luthya & Swahili</i>	
Valley Cities Counseling & Consultation	253-939-4055
2704 "I" Street NE, Auburn, WA 98002-2498	
<i>Alternative languages available: Czech, French, German, Punjabi, Russian and Spanish</i>	
Valley Cities Counseling & Consultation – Federal Way	253-835-9975
33301 1 st Way South, Federal Way, WA 98003-6252	
Valley Cities Counseling & Consultation - Kent	253-876-3425
325 W Gowe Street, Kent, WA 98032-5892	
YMCA Mental Health Services	206-382-5340
909 Fourth Avenue, Seattle, WA 98104	

North Central Washington Regional Support Network

Serving Adams, Grant and Okanogan Counties.
 131 Basin Street SW
 Ephrata, WA 98823-1855

Toll Free: 1-800-251-5350
 Public Phone: 509-754-6577
 Ombuds Services: 1-800-346-4529
24-Hour Crisis Lines:
Adams (collect): 509-488-5611
Grant (collect): 509/765-1717/1-877-467-4303
Okanogan: 1-866-826-6191

Authorized Community Mental Health Agencies**Phone**

Community Counseling Services of Adams County
 165 N. 1st Avenue, Suite 120, Othello, WA 99344-1003
Alternative languages available: Spanish

509-488-5611

Community Counseling Services of Adams County - Ritzville
 120 W. Main, Ritzville, WA 99169

509-659-4357

Grant Mental Healthcare
 840 East Plum Street, Moses Lake, WA 98837-0160
Alternative languages available: Spanish

509-765-9239

Grant Mental Healthcare - Grand Coulee
 322 Fortuyn Road, Grand Coulee, WA 99133

509-633-1471

Grant Mental Healthcare - Quincy
 203 South Central Avenue, Quincy, WA 98848

509-787-4466

Okanogan Behavioral Health Care
 107 W. Apple Street, Omak, WA 98841-3208
Alternative languages available: Spanish

509-826-6191

North Sound Mental Health Administration Regional Support Network

Serving Island, San Juan, Skagit, Snohomish and Whatcom Counties.
 117 N. 1st Street, Suite 8
 Mount Vernon, WA 98273-2858
 Web: <http://www.nsrnsn.org>

Toll Free: 1-800-684-3555
 Public Phone: 1-888-693-7200
 Ombuds Services: 1-888-336-6164
24-Hour Crisis Line: 1-800-584-3578

Authorized Community Mental Health Agencies**Phone**

Associated Provider Network (Regional Access System for Entire Region)

1-888-693-7200

Bridgeways
 1220 75th Street SW, Everett, WA 98203

425- 513-8213

Catholic Community Services (Skagit County)
 320 Pacific Place, Mount Vernon, WA 98273

360-416-7546

Catholic Community Services - Whatcom County
 1133 Railroad Avenue, Bellingham, WA 98225

(Whatcom County) 360-676-2164

Compass Health
 4526 Federal Avenue, Everett, WA 98203-8810

(Snohomish County) 1-800-457-9303

Alternative languages available: American Sign Language, Arabic, Bosnian, Cambodian, Cantonese, Farsi, French, Japanese,

Korean, Mandarin, Romanian, Russian, Spanish, Tagalog, and Ukranian

Compass Health - Island County
 127 NE Camano Drive, Camano Island, WA 99133
Alternative Languages Available: Spanish

(Island County) 360-678-5555 or 360-312-4868

Compass Health - San Juan County
 820 Guard Street, Friday Harbor, WA 99133
Alternative Languages Available: Spanish

(San Juan County) 360-378-2669

Compass Health - Skagit County
 1100 South 2nd Street, Mount Vernon, WA 99133
Alternative Languages Available: Spanish

(Skagit County) 360-419-3500

Lake Whatcom Residential and Treatment Center
 609 A North Shore Drive
 Bellingham WA 98226-4414

(360) 676-6000

Sea Mar Counseling and Social Services
 4455 Cordata Pkwy, Bellingham, WA 98226-8037
Alternative languages available: French and Spanish

Bellingham: 360-734-5458
 Everett: 425-347-5415
 Mount Vernon: 360-428-8912

Volunteers of America
 2802 Broadway, Everett, WA 98206-0839

1-800-584-3578

Whatcom Counseling & Psychiatric Clinic
 3645 E. Mcleod Road, Bellingham, WA 98226-8799

360-676-2220/1-888-311-0120

Northeast Washington Regional Support Network

Serving Ferry, Lincoln, Pend Oreille and Stevens Counties.
260 N. Oak Street
Colville, WA 99114-2948

Toll Free: 1-800-201-4252
Public Phone: 509-935-6801
Ombuds Services: 1-800-735-7857
24-Hour Crisis Line: 1-800-767-6081

Authorized Community Mental Health Agencies

	Phone
Ferry County Community Services 42 Klondike Road, Republic, WA 99166-9701	509-775-3341
Pend Oreille County Counseling Services 325 S. Washington Street, Newport, WA 99156-9671	509-447-5651
Stevens County Counseling Services 165 E. Hawthorne Avenue, Colville, WA 99114-2629	509-684-4597

Peninsula Regional Support Network

Serving Clallam, Jefferson and Kitsap Counties.

614 Division Street, MS 23
Port Orchard, WA 98366-4676

Toll Free: 1-800-525-5637
Public Phone: 360-337-4886
Ombuds Services: 1-888-377-8174
24-Hour Crisis Lines:
Kitsap County: (360) 479-3033/(800) 843-4793
East Jefferson County: (360) 385-0321/(800) 659-0321
East Clallam County: (360) 452-4500
West Jefferson and West Clallam County: (360) 374-5011
(Non-Business hours): (360) 374-6271

Authorized Community Mental Health Agencies

	Phone
Jefferson Mental Health Services 884 West Park Avenue, Port Townsend, WA 98368-0565	360-385-0321
Kitsap Mental Health Services 5455 Almira Drive, Bremerton, WA 98311-8331 <i>Alternative languages available: Japanese, Spanish and Tagalog</i>	360-405-4010
Peninsula Community Mental Health Center 118 East 8th Street, Port Angeles, WA 98362-6129	360-457-0431
West End Outreach Services 530 Bogachiel Way, Forks, WA 98331-9120 <i>Alternative languages available: Spanish</i>	360-374-5011

Pierce County Regional Support Network

Serving Pierce County

3580 Pacific Avenue
Tacoma, WA 98418-7915
Web: <http://www.co.pierce.wa.us/pc/services/health/mental/services.htm>

Toll Free: 1-800-531-0508
Public Phone: 253-798-7202
Ombuds Services: 1-800-531-0508
24-Hour Crisis Line: 1-800-576-7764

Authorized Community Mental Health Agencies

	Phone
Mobile Outreach Crisis Services	253-798-2709
Crisis Triage 3580 Pacific Avenue, Tacoma, WA 98418-7915	253-798-4357
Crisis Intervention Teams	Tacoma/Peninsula Area: 253-396-5089 Lakewood/Southwest Pierce County Area: 253-584-8933 Puyallup/East Pierce County Area: 253-445-8125 or 1-888-445-8125
Asian Counseling Services 4301 South Pine Street, Suite 405, Tacoma, WA 98409 <i>Alternative languages available: Many Asian Languages spoken</i>	253-697-8650
Catholic Community Services 5410 N. 44th Street, Tacoma, WA 98407-3799 <i>Alternative languages available: American Sign Language, Cambodian, Chamorro, Dagaari, French, German, Korean, Nigerian, Norwegian, Romanian, Shona, Spanish, Swedish, and Tagalog</i>	253-759-9544
Comprehensive Mental Health (Tacoma/Peninsula Area) 514 S. 13 th Street, Tacoma, WA 98402 (Adults/Older Adults) 1201 S. Proctor Street, Suite 1, Tacoma, WA 98405-2095 (Children/Families) <i>Alternative languages available: American Sign Language, Cantonese, Farsi, German, Hindi, Italian, Mandarin, Palauan, Punjabi, Russian, Samoan, Spanish, Swahili, Tagalog, Ukrainian and Vietnamese</i>	253-396-5000 253-396-5800

Pierce County Regional Support Network (continued)*Serving Pierce County*3580 Pacific Avenue
Tacoma, WA 98418-7915Web: <http://www.co.pierce.wa.us/pc/services/health/mental/services.htm>Toll Free: 1-800-531-0508
Public Phone: 253-798-7202
Ombuds Services: 1-800-531-0508
24-Hour Crisis Line: 1-800-576-7764**Authorized Community Mental Health Agencies****Phone****Good Samaritan Community Health Services (Puyallup/East Pierce County)** 253-445-8120

325 E. Pioneer, Puyallup, WA 98372-3265

*Alternative languages available: American Sign Language, Cambodian, French, German, Korean, Mandarin, Samoan, Spanish, Taiwanese, Thai, and Vietnamese***Greater Lakes Mental Healthcare (Lakewood/Southwest Pierce County)** 253-581-7020

9330 59th Avenue SW, Lakewood, WA 98499-6600

*Alternative languages available: American Sign Language, Arabic, German, Korean, Spanish, and Tagalog***Kwawachee Counseling Center of the Puyallup Tribal Health Authority** 253-593-0247

2209 E. 32nd Street, Tacoma, WA 98404-4997

Sea Mar Counseling and Social Services 253-396-1634

1112 S. Cushman Avenue, Tacoma, WA 98405-3631

*Alternative languages available: Spanish***Southwest Regional Support Network***Serving Cowlitz County.*1952 9th Avenue
Longview, WA 98632-4045Web: <http://www.cowlitzcounty.org/humanservices/swrsn.htm>Toll Free: 1-800-803-8833
Public Phone: 1-800-803-8833
Ombuds Services: 360-501-6774
24-Hour Crisis Line: 1-800-803-8833**Authorized Community Mental Health Agencies****Phone****Center for Behavioral Solutions** 360-414-2280

600 Broadway, Longview, WA 98632-3256

*Alternative languages available: Spanish***Lower Columbia Mental Health Center** 360-423-0203

921 14th Avenue, Longview, WA 98632-2316

*Alternative languages available: Filipino, German, Russian and Spanish***Spokane County Regional Support Network***Serving Spokane County.*312 West 8th Avenue, 4th Floor
Spokane, WA 99204-2506Web: <http://www.spokanecounty.org/mentalhealth>Toll Free: 1-800-273-5864
Public Phone: 509-477-5722
Ombuds Services: 1-866-624-1740
24-Hour Crisis Line: 1-877-678-4428**Authorized Community Mental Health Agencies****Phone****Catholic Family Services** 509-358-4269

1023 W. Riverside Avenue, Spokane, WA 99210-1453

Children's Home Society Washington 509-747-4174

2323 N. Discovery Place, Spokane Valley, WA 99216-1566

Family Service Spokane 509-838-4128

7 S. Howard Street, Suite 321, Spokane, WA 99201-3816

Grief Counseling Services 509-238-6182

1016 N. Superior Street, Spokane, WA 99202-2059

*Alternative languages available: Spanish***Hope Partners/REM Associates** 509-835-3599

1117 West First Avenue, Spokane, WA 99201

Lutheran Social Services NW 509-747-8224

7 S. Howard Street, Suite #200, Spokane, WA 99201-3823

*Alternative languages available: ASL, French and Spanish***Spokane Mental Health** 509-838-4651

107 S. Division Street, Spokane, WA 99202-1586

*Alternative languages available: American Sign Language, French, German, Latin, Spanish, Tagalog, and Vietnamese***Spokane County Supportive Living Program** 509-477-4386

315 W. Mission Avenue, Suite #26, Spokane, WA 99201-2327

*Alternative languages available: Spanish***The N.A.T.I.V.E. Project** 509-325-5502

1803 W. Maxwell Avenue, Spokane, WA 99201-2831

Thurston-Mason Regional Support Network*Serving Mason and Thurston Counties.*412 Lilly Road NE
Olympia, WA 98506-5132Toll Free: 1-800-624-1234
Public Phone: 360-786-5585
Ombuds Services: 1-800-624-1234 x2982
24-Hour Crisis Line: 1-800-627-2211**Authorized Community Mental Health Agencies****Phone****Behavioral Health Resources****360-704-7170**

317 Fourth Avenue E, Olympia, WA 98501-1191

*Alternative languages available: ASL, Cantonese, French, German, Mandarin, Russian, Spanish and Vietnamese.***South Sound Mental Health Services****360-754-7576**

6340 Capitol Boulevard S, Olympia, WA 98507-0677

*Alternative languages available: ASL, Cantonese, French, German, Mandarin, Russian, Spanish and Vietnamese.***Timberlands Regional Support Network***Serving Lewis, Pacific and Wahkiakum Counties.*PO Box 217
Cathlamet, WA 98612-0217**24-Hour Crisis Lines:**
Lewis County: 1-800-559-6696Toll Free: 1-800-392-6298
Public Phone: 360-795-3118
Ombuds Services: 1-866-322-1015
Pacific County: 1-800-884-2298
Wahkiakum County: 1-800-635-5989**Authorized Community Mental Health Agencies****Phone****Cascade Mental Health Care**

135 W. Main, Chehalis, WA 98532-0378

2428 Reynolds Avenues, Centralia, WA 98531

(Child & Adolescent Program)

360-748-6696/1-800-559-6696**360-330-9044/1-800-559-6696****Wahkiakum County Mental Health Services**

42 Elochoman Valley Road, Cathlamet, WA 98612-9602

360-795-8630/1-800-635-5989**Willapa Counseling Center**

1107 North Pacific Hwy, Long Beach, WA 98631

819 Alder, South Bend, WA 98586

360-642-3787/1-800-884-2298**360-895-9426/1-800-884-2298**